



Ohio Administrative Code

Rule 173-14-18 Referrals of complaints to other agencies.

Effective: November 10, 2025

(A) All referrals made by an ombudsman shall contain the pertinent facts known to the ombudsman and be subject to the confidentiality and consent requirements in rule 173-14-16 of the Administrative Code. Any confidential information transmitted shall be marked as confidential.

(B)

(1) An ombudsman may report any violation of provider licensing laws or standards, or medicare/medicaid certification laws or standards, discovered during the course of complaint handling to the agency responsible for enforcing those laws or standards.

(2) An ombudsman may report any violations of professional licensing laws or standards discovered during the course of complaint handling to the appropriate professional board or organization.

(3) An ombudsman may report any violation of the provider agreement, medicaid discrimination laws, nursing home waiting list requirements, personal needs allowance laws, medicaid covered services provisions, or facility transfer plans discovered during the course of complaint handling to the department of medicaid.

(4) To the extent permitted by federal law, an ombudsman may report to an appropriate authority any suspected violation of state law discovered during the course of an advocacy visit or investigation.
